

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HEALTH AND RECOVERY SERVICES ADMINISTRATION
Olympia, Washington**

To: All Providers
Managed Care Organizations
CSD/HCS Administrators
CSO Administrators

Memorandum No: 06-65
Issued: July 26, 2006

From: Douglas Porter, Assistant Secretary
Health and Recovery Services
Administration (HRSA)

For information, contact:
800.562.3022 or go to:
<http://maa.dshs.wa.gov/contact/prucontact.asp>

Subject: Significant Changes to the General Assistance Unemployable (GAU) Managed Care Program in King and Pierce Counties

Effective for dates of service on and after September 1, 2006, Community Health Plan will assume responsibility for management of **all** health care, for General Assistance-Unemployable (GAU) managed care clients residing in King and Pierce counties. Hospital facility claims are to be submitted to HRSA. This memo is to advise providers they must be contracted with Community Health Plan in order to serve GAU managed care clients, and includes instructions on how to submit claims.

The clients affected by this memo are identified with “CHPG” in the HMO column of their Medical ID card. Please see Department Numbered Memo 04-78 and Washington Administrative Code (WAC) 388-538-063 for additional information and billing requirements for the GAU Managed Care program.

How is care covered for GAU Managed Care Clients?

Enrollment in managed care is a mandatory requirement for GAU clients residing in King and Pierce County. Community Health Plan (CHP) continues to be the managed care provider for the GAU Managed Care program. CHP will provide a “medical home” to GAU clients through the plans network of providers and pharmacies. GAU clients **must** now use **only** CHP’s providers for **all** managed care services. Prior to September 1, 2006, only primary care providers (PCP) and pharmacies were required to be contracted with CHP. A CHP PCP must refer a patient for specialty and hospital care.

How are services billed?

As of September 1, 2006, for all managed care services except hospital facilities services, providers must follow CHP’s authorization and notification guidelines and submit claims to CHP. This includes professional services in hospitals and home health hospital claims.

Hospital claims (DRG, UB92 and S claims except home health) will continue to be sent to HRSA for payment and must meet HRSA’s billing guidelines.

Note: Hospital admissions require CHP notification in order to coordinate care and payments. To notify CHP of a hospital admission, hospitals must call 1-800-440-1561 or Fax 1-206-624-7769 within 24 hours of admission or on the next business day. Omission may result in denied payments.

Note: Prescription drugs are available through Express Scripts, Inc. CHP uses a formulary that is available at www.CHPW.org, or you may request a copy by calling 1-800-440-1561. Protease inhibitors remain fee-for-service and are billed to HRSA via Point of Sale (POS).

Caution for Hospitals (inpatient and outpatient) and Fee-for-Service Providers

Always check a client's current month's eligibility before providing HRSA-covered services. Enrollment in CHP for the month only guarantees coverage for services billed to CHP. HRSA does not pay claims for hospital facilities services and other non-managed care services such as medical transportation for clients who are not eligible that month. Use the Medical Eligibility Verification Service (MEVS) or at WAMEDWeb: <https://wamedweb.acs-inc.com/wa/general/home.do>

Where can I find a list of the CHP GAU primary care providers?

Visit the CHP web site at www.CHPW.org for a list of providers in CHP's GAU primary care provider network in King and Pierce Counties.

Who do I call if I have questions?

For questions about managed care, becoming a provider with CHP, or for questions about provider appeals on claims, call:

Community Health Plan
1-800-440-1561

For questions about exemptions from managed care, clients should call:

HRSA
1-800-562-3022

How do I conduct business electronically with HRSA?

You may conduct business electronically with HRSA by accessing the WAMedWeb at <http://wamedweb.acs-inc.com>.

How can I get HRSA's provider documents?

To obtain DSHS/HRSA provider numbered memoranda and billing instruction, go to the DSHS/HRSA website at <http://hrsa.dshs.wa.gov> (click *the Billing Instructions and Numbered Memorandum* link). These may be downloaded and printed.